



NORTHERN MIDLANDS COUNCIL

POLICY MANUAL

ACCESS TO UNITS POLICY

Originated Date: Adopted 13 June 2000 – Min No. 264/00 (as Policy 25)

Amended Date/s: Reviewed 21 September 2009 – Min No. 255/09
Reviewed 21 September 2015 – Min No. 270/15
Amended 20 August 2018 – Min. No 230/18
Reviewed 18 July 2022 – Min. No. 22/241

Applicable Legislation:

Objective

To ensure that the:

- i) Consumer's access to a unit is determined according to his/her level of assessed need
- ii) Consumer's access to a unit is decided on a non-discriminatory basis
- iii) Consumer's refusal of a unit is respected and does not prejudice any future attempt in access
- iv) Consumers are made aware of and obtain private insurance, a requirement to cover contents/possession.

Administration: Corporate Services

Review Cycle/Date: Next review 2026.

1. UNITS: WILLIAMS STREET, CAMPBELL TOWN & 2-4 MURRAY STREET, EVANDALE

Units located at Campbell Town and Evandale are owned by Northern Midlands Council (NMC).

Campbell Town Health Centre assists the NMC on management of the Campbell Town units.

Campbell Town Health Centre will recommend to the NMC in relation to Persons in the community who wish to rent/reside in Council units – William Street, Campbell Town.

Should there be no recommendations from the Campbell Town Health Centre council may seek assistance from a local real estate agent to occupy/ manage the unit/s.

2. NON-DISCRIMINATION

Services are available to all people within the target population without discrimination. People cannot be excluded from access on the grounds of their gender, marital status, religious or cultural beliefs, political affiliation, particular disability, ethnic background, sexual preference, or geographical location.

No consumer will be judged, denied or given preferential access to services based on any of the above.

If Council seeks assistance from the Campbell Town Health Centre or a Real estate Agent they will conduct the initial interview/ assessment and make recommendations in writing, to Council which will be the final arbiters.

3. CONSUMERS HAVE A RIGHT TO

- a) Dispute the outcome, they have a right to challenge or complain to the Council
- b) Consumers will be assisted to seek and access an advocate of their choice without fear of retribution through Campbell Town Health Centre or a Real estate Agent
- c) Consumers have a right to expect privacy as well as respect for their individual human worth and dignity.



NORTHERN MIDLANDS COUNCIL

POLICY MANUAL

4. CONSUMERS HAVE A RESPONSIBILITY

- a) Consumers are to abide by Council's lease agreement.
- b) Consumers are to have their own personal contents insurance.

5. ACCESS TO UNITS

- a) Consumers to be notified of the date when Council's decision will be determined.
- b) Consumers to be notified in writing, within two weeks of decision being made by Council of their application's success or failure.
- c) If unsuccessful a reason in writing should be provided by Council or its agent.
- d) The person should be made aware of the complaints policy and procedure.

6. ASSESSED NEEDS/PRIORITY OF ACCESS

- a) Common indicators of higher level needs for frail elderly people residing within the Northern Midlands
 - Lives alone or with a carer who is frail, ill, stressed or has a disability
 - Social contacts are limited or non-existent
 - Home environment is physically unsafe
 - Socially or geographically isolated
 - Financially disadvantaged/pensioner
 - Family support structure is at risk of breaking down
- b) Priority will be given to persons whose circumstances meet one or more of the above factors.